

**ON TIME DELIVERY IS THE
HEART OF OUR BUSINESS**

direct
COURIERS



We offer:

- A NATIONAL PRESENCE
- A FLEET OF 650+ VEHICLES NATIONALLY
- LIVE GPS TRACKING OF ALL SHIPMENTS
- SERVICE 24 HOURS A DAY, 365 DAYS A YEAR

www.directcouriers.com.au

SYDNEY | MELBOURNE | BRISBANE | PERTH | ADELAIDE

PH: 13 16 10



Healthcare Direct

Since inception in 1983, Direct Couriers has built our unparalleled reputation on delivering a fast efficient and reliable service based on our namesake. We deliver direct, point to point 24 hours a day, 365 days a year.

Our highly skilled team of professionals understands the critical nature of the healthcare industry, and today we work extensively with pharmaceutical, hospitals, pathology, orthotics, endoscopic, and medical consumable companies Australia wide.

Our technology has been developed in-house over many years, and allows customers to monitor deliveries from pick up all the way through to delivery. Proof of delivery (POD) is available online immediately when the delivery is made.

Whether your shipment is point-to-point or mission critical, we know that your delivery is more than a package, it's a person.

Our technology provides you not only milestones but with our Live GPS tracking, you can view our driver every step of the way, from pick up to delivery, on the web via satellite image or map view. We even provide notifications when the driver is within 6km of the delivery.

This visibility can be crucial when it must absolutely arrive on time.

Whether it is a patient on table emergency, blood sample for pathology, or medical consumables etc, deliveries are required around the clock, 24 hours a day, 365 days a year. At Direct Couriers, we have specialised management staff working around the clock to ensure your delivery not only meets your expectation but exceeds it.

Don't just trust us, we will keep you informed every step of the way.

Pick up Notification

We will provide a pick up alert via SMS or EMAIL to as many recipients required, as soon as the critical shipment has been collected. It will provide a photo image of the driver, along with their RACA identification. You can click on the map to track their travel progress all the way to delivery.

Email and SMS Notifications

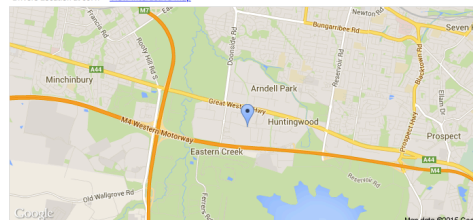
PICKUP - advise at time of pickup
Select from drop box or type email/mobile in field below



The following job has been picked up and is on its way.

Job Details	Driver Details
Date 24-02-15	
Job ID 7516220	
Job No. 7279	
Reference DIR1424395, 1007654962, 0080064944	
Order No.	
Pickup Time 09:43	
Deliver To ASHFIELD SYDNEY PRIVATE HOSP -ASHF SYDNEY PRIVATE HOSP -ASHF 83 VICTORIA STREET NSW 2131	
	
	JOHN RACA: BO 1531 Driver 82

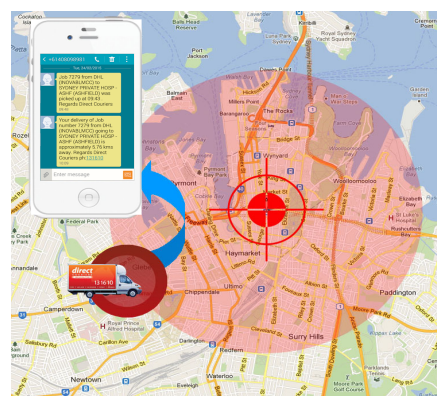
Drivers Location at 09:47 [View interactive map](#)



Nearby Notification

With Direct Couriers GEO fencing technology, recipients will receive a nearby notification as

soon as the driver is within 6km of delivery. This allows the receivers time to prepare for the delivery with surety.





Delivery Notification (POD)

We will provide a pick up alert via SMS or email to as many recipients required, as soon as the critical shipment has been delivered. The receivers name, address and signature as well as the time of delivery.

Email and SMS Notifications

POD - advice at time of delivery

Select from drop box or type email/mobile in field below

Save

Job Details

Job Number	7279	Booked by	EJOB
Date	24-02-15	Vehicle / Driver No.	Car / 82
Ready By	09:20	Reference	DIR1424395, 1007654962,
Goods Desc		Order No.	0080064944

Leg 1 - Pickup

Location	HUNTINGWOOD DHL (INOVABLMCC) 52 HUNTINGWOOD DRIVE 9671, 9174 NSW 2148
Items/Weight/Cubic	1 / 24.00 / 0.1570
Date/Time	Tue 24-02-2015, 09:43

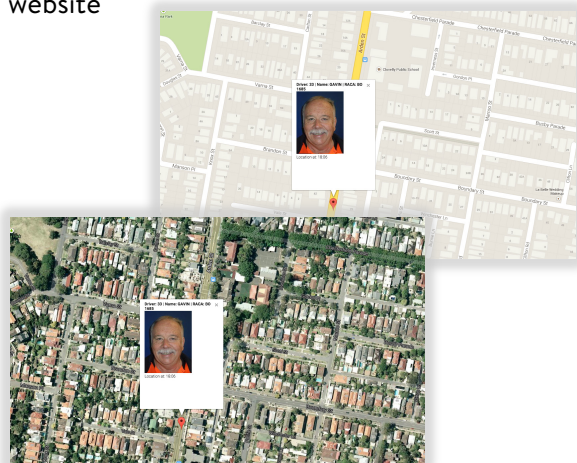
Leg 2 - Delivery Service: XXXX

Location	ASHFIELD SYDNEY PRIVATE HOSP -ASHF SYDNEY PRIVATE HOSP -ASHF 63 VICTORIA STREET NSW 2131	Origin Job ID: 7516220
Items/Weight/Cubic	1 / 24.00 / 0.1570	
Signed By	CATHERINE	
Date / Time	Tue 24-02-2015, 10:46	
Leg Reference	DIR1424395	

RECEIVED 1 ITEMS IN GOOD ORDER AND CONDITION

Live GPS Tracking

With our advanced GPS tracking technology, You can view your shipment from pick up to delivery, directly from your mobile phone or website



Map and Satellite view

Customised Healthcare Solutions

With more than 30 years experience, our dedicated team will customise a solution to your specific requirements.

From system integration technology to ensure a seamless process, to specific driver training, Direct Couriers has a solution for your urgent same day deliveries.

Utilising our extensive fleet of more than 650+ vehicles Australia wide, available 24/7, our in-house IT department and dedicated operations professionals, we have the capabilities to ensure we deliver our promise.

Our Benefits to you include:

- ✓ System Integration for seamless bookings and notifications
- ✓ Live GPS tracking visibility
- ✓ Notifications and alerts
- ✓ Geo fencing update sent when delivery is 6km of destination
- ✓ Instant Pick up, Nearby and POD notifications

Quality Management Systems

The ISO 9001 certification demonstrates our commitment to provide industry leading customer service and continuous quality improvements.

While we've always been committed to quality in our services, this certification ensures a more productive environment in identification and resolution of quality issues. Our continuous auditing and assessments of our quality management systems will ensure our customers are always at the forefront of everything we do.





Direct Couriers' entire business strategy and philosophy is growth through retention of customers. With this in mind, a long-term relationship with our customers is paramount and Direct Couriers has had an association with the majority of our major customers for many years.

Here is what they had to say:



"Direct Couriers has been our logistics partner for the past 4 years. As a licensed GMP and TGA facility manufacturing high grade pharmaceutical and supplement products, it's pertinent that we work with quality suppliers throughout our supply chain; from obtaining our raw materials through to the delivery to our customers.

We are extremely impressed with Direct Couriers' technology, their ability to meet our changing expectations and most importantly, that they treat all our deliveries as if they were their own.

We would highly recommend any company the professional and timely services that Direct Couriers provides."

Customer Service Manager - Ferngrove Pharmaceuticals



"Right from the start, Direct Couriers impressed us with their efficient, professional manner, we have now been in a partnership for over 10 years. Bausch + Lomb Australia needed an effective Courier company that could meet our demands & expectations; by partnering with Direct Couriers we have been able to consistently meet our customers service expectations.

Because Direct Couriers has many years experience in the transport industry, we recognised they could support our business & what our customers expect; our relationship is built on their ability to service our needs.

Our experience with Direct Couriers confirms to us that we've partnered with true leaders in the same day transport services."

Supply Chain Manager - Bausch & Lomb



"I found Direct Couriers very professional, drivers reliable and interactive with our business and customers and your IT systems well advanced within the transport industry."

National Business Manager Hospitals - CH2 Hospitals



"DHL Supply Chain has been working with Direct Couriers as our preferred supplier of 24/7 point to point courier work for over 6 years. Over this time they have been partners in a number of our growth initiatives. DHL and Direct have an integrated IT platform that enables one touch booking of services and visibility, and their driver's commitment to understand the end customer's requirements is key to our ongoing relationship"

Vice President Service Logistics and Domestic Transport South Pacific

CALM, COLLECTED...



...and always delivered

When a deadline matters, take no chances, send it direct. On time delivery is the heart of our business. Why would you risk the health of your business? We've developed solutions for specialist services. For more information visit directcouriers.com.au or call 13 16 10